



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2021-2022/THIRD QUARTER



IT'S YOUR CALL PROGRAM SUMMARY

The "It's Your Call" Program was initiated to encourage residents and Town employees to utilize the 972.539.SERV(7378) phone line when they observe infrastructure/facility issues or code/ordinance violations or have questions regarding Town services. A call to 972.539.SERV or an email to customerrelations@flower-mound.com initiates a four-step process with the Town's Customer Relations division:

1. Call it
2. Log it
3. Track It
4. Resolve It

Service requests may also be submitted online at www.flower-mound.com/itsyourcall.

Reportable issues could include:

- Down or damaged street signs
- Street light outages
- High weeds and grass
- Trash collection
- Bandit signs
- Park improvements/repairs
- Graffiti
- Street repairs/pot holes
- Drainage/water problems
- Pool permits and safety issues
- Parking violations
- Barking dogs
- Tree trimming in right-of-way or parks

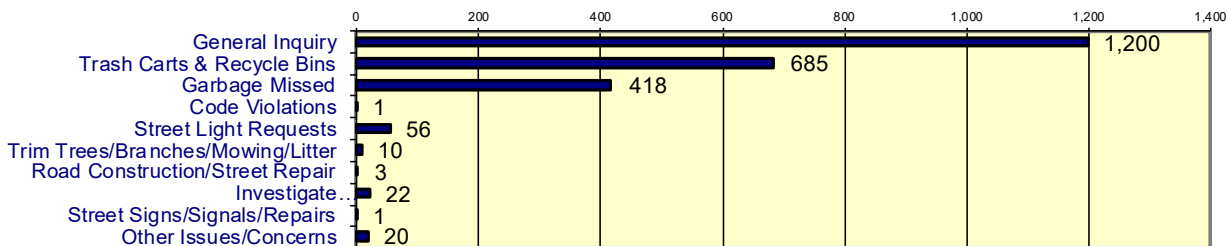
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

972.539.SERV(7378)

customerrelations@flower-mound.com

IT'S YOUR CALL PROGRAM REPORT

CALL CATEGORIES FY 2021-2022 (THIRD QUARTER)



Total Calls/Emails: 2,416

	1ST QTR	2ND QTR	3RD QTR	4TH QTR	TOTAL FOR THE FISCAL YEAR
FY 2020-2021	2,403	1,789	2,083	2,475	8,750
FY 2021-2022	2,571	2,296	2,416		7,283

We saw an increase in the amount of general inquiries this quarter due to early voting in late April and early May. We also saw an increase in the requests for container replacements due to wear and tear.